



IFITT^{talk}@Kyoto | AI, Robots, and Automation in Tourism

Organized by Graduate School of Management, Kyoto University

17 – 18 October 2019 | Kyoto University, Kyoto, Japan

This event aims to discuss the advancement, applications, and implications of artificial intelligence (AI), robotics, and automation in the tourism and hospitality industry. The main IFITTtalk@Kyoto workshop will be held on **Thursday, 17 October 2019**. Topics that we aim to discuss include, but are not limited to:

- AI and customer engagement
- Robots and service management
- Automation and its implications on human resource management
- AI and its implications on information management, finance, etc. in tourism businesses
- Impacts of AI on tourism education
- Impacts of AI on future labor market
- Intersection of AI, Big Data, and Internet-of-Things (IoT) in tourism

On the 1st day, presentations will be organized in multiple ways: research presentations, moderated panel discussions with multiple short presentations, and a focused work group discussion to identify strategic areas for future research in AI, robotics, and automation in tourism and hospitality services.

Call for Participation

Scholars from various disciplines at all career stages, including graduate students, are invited to submit a 500-words abstract by **30th September 2019**.

Registration Fee

The event is free for all presenters, IFITT members, and IT Consortium Kyoto members. The registration fee for the workshop is JPY 2,000 for other workshop participants.

Keynote and Panel Discussion (Afternoon both days):

- [Day#1] Keynote 1: Takahira Yamaguchi, Keio University, Japan – “A User-Centric Platform PRINTEPS to Develop Intelligent Robot Applications”
- [Day#1] Keynote 2: Qiang Ma, Kyoto University, Japan – “Sightseeing Informatics”
- [Day#2] Keynote 3: Tatsuki Miura, H.I.S. Co., Ltd. – “About the current situation of Henn-na Hotel and the space tourism in H.I.S.”
- [Day#2] Keynote 4: Noriyasu Taniguchi, Expedia, Inc. – “About the revenue management support tool”

Welcome Reception (the 1st day): After the keynote and panel discussion on Oct 17, we will hold a welcome reception open for all participants. The additional fee for the reception is required (JPY 3,000) [revised price].

Contact - Please submit your abstract and inquiries to:

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